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1800 506 266

SKILLS FOR ALL

MORE PLACES
MORE CHOICE
MORE FUNDING
GUARANTEED



***Skills for All* Enrolment
Information**

Skills for All



Government of
South Australia

Your Student Number is:

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What you need to know

All *Skills for All* Training Providers have been through a rigorous approval process to ensure they provide high quality training, have strong links with industry and will support you to complete your course or qualification.

As a *Skills for All* student, you have some rights and responsibilities that are outlined below.

What to expect from your *Skills for All* Training Provider

1. A Code of Practice sets out how they will:
 - Ensure your rights as a consumer are protected and that you will receive the training services detailed in your enrolment
 - Maximise outcomes for each student, including adhering to the principles of access and equity
 - Meet your individual needs by assessing your current skills and knowledge prior to the commencement of training
 - Engage with industry so you can be confident that your qualification is recognised by potential employers
 - Assure the quality of their training and assessment services.
2. They must publish their student fee policies so that you can make an informed decision about where you'd like to do your training and what is included in the course fee. This includes:
 - The student fee for each course
 - Any incidental expenses. These are fees that are optional to completing the course
 - Criteria for fee concessions and fee exemptions.
3. They cannot charge you a course fee for Certificate I and II courses, priority courses and courses to assist with reading, writing, use of numbers and computing skills because these will be fully funded by the Government. You can search for these courses at www.skills.sa.gov.au/findatrainingcourse.
4. Apart from a very small number of courses, they cannot charge a course fee that is more than \$7000 for courses at Certificate III level and above. You can check with the Infoline **1800 506 266**, if you are being charged more.
5. You're entitled to a fee concession for Certificate III courses and above, if at the time of enrolment you hold one of the following issued by the Australian Government or if you are a prisoner¹:
 - Health Care Card
 - Pensioner Concession Card
 - Veteran Affairs Concession Card.
6. They will refer you to the *Skills for All* Infoline for a full course fee exemption if you are or have ever been under the Guardianship of the Minister.

You are now ready to enrol!

When you enrol, your Training Provider will assess whether you meet any entry requirements of the course, verify your eligibility and collect some personal details.

Skills for All Training Providers are obliged to provide you with timely access to your personal records held by them, including information about your participation and progress in the course.

Your Student Number and Student Agreement

On your first enrolment in a *Skills for All* government funded course you will be given a *Skills for All* Student Number. You cannot access *Skills for All* government funded training without this.

This number stays with you and is used for any subsequent training under *Skills for All*.

To get a Student Number, you will need to provide some personal details and sign a *Skills for All* Student Agreement. Your *Skills for All* Training Provider will ask you to complete this form and will write your *Skills for All* Student Number on the top of the form.

If you are a new student you may receive confirmation of this number by text message or email from the Department of Further Education, Employment, Science and Technology (DFEEST).

¹ Concessions are also available to individuals who are prison inmates, on remand, those held in South Australian institutions and children in South Australian detention centres who are older than 16 years.

Your number should be recorded by your Training Provider in the box on the first page of this document.

This number will be used by the Training Provider and DFEEST to record your participation in and your results of *Skills for All* government funded training courses.

Your personal information may also be used to determine future eligibility for *Skills for All* courses and for statistical purposes, including reporting to other bodies.

Keep a record of your *Skills for All* Student Number particularly if you plan to do further study. If you misplace your *Skills for All* Student Number you can get it again by calling the Infoline **1800 506 266** or asking a *Skills for All* Training Provider.

From 2013, you will be able to use your *Skills for All* Student Number to log into a secure page at www.skills.sa.gov.au to view your government funded training history and update your personal information.

Collecting Information

The Student Agreement sets out the purposes for which personal information is collected by the *Skills for All* Training Provider and the Minister for Employment, Higher Education and Skills (the Minister) and how it will be used.

The Department of Further Education, Employment, Science and Technology (DFEEST), on behalf of the Minister for Employment, Higher Education and Skills, collects, uses, stores and discloses information only in accordance with the South Australian Information Privacy Principles which can be found at www.premcab.sa.gov.au/pdf/circulars/Privacy.pdf.

If you require access to your personal information held by DFEEST, in the first instance call the Infoline **1800 506 266** or go to www.skills.sa.gov.au/training-learning/how-to-enrol. The Infoline will advise you on the process. In some instances you may need to apply through the provisions of the *Freedom of Information Act 1991 (FOI Act)* set out below.

The FOI Act gives you the right, subject to certain restrictions, to make an application to access your personal information held by DFEEST. You can request your records personally or through another person acting with your authority (ie a solicitor). The FOI Act gives you the right to apply to have your personal information held by DFEEST amended if it is incorrect, out of date or misleading. For more information about making a FOI application and the fees and charges that may apply and access to application forms call the Infoline **1800 506 266** or go to www.skills.sa.gov.au/training-learning/how-to-enrol.

What is my responsibility?

Please be honest and provide accurate information to your *Skills for All* Training Provider. Any offer or any subsequent enrolment in a *Skills for All* training place made on the basis of false or misleading information may be withdrawn by the *Skills for All* Training Provider and/or the Minister for Employment, Higher Education and Skills.

Who can I talk to?

If you are not happy with the training services that you are receiving, you should firstly talk this over with your Training Provider.

If there are reasonable grounds that the training does not meet expectations, or the training is not being delivered in the manner reasonably required of a *Skills for All* Training Provider, you can call the *Skills for All* Infoline **1800 506 266** or complete an online form on www.skills.sa.gov.au/training-learning/assistance-and-support/problems-with-your-training.

Visit: www.skills.sa.gov.au

TRAINING FOR JOBS

Skills for All



Government of
South Australia